



COLORADO

Department of Health Care
Policy & Financing

Colorado's Three-Year No Wrong Door Implementation Plan

July 2016

What is No Wrong Door?

- No Wrong Door (NWD) is a seamless entry point system for all individuals accessing Long-Term Services and Supports (LTSS), regardless of age, disability or pay source.
- Colorado's NWD system will carry out the following criteria of a fully-functioning NWD system:
 - Information, Referral and Awareness
 - Person-Centered Counseling
 - Streamlined Eligibility Determinations for Public Programs
 - Person-Centered Transition Support
 - Consumer Populations, Partnerships and Stakeholder Involvement
 - Quality Assurance and Continuous Improvement

Vision for Colorado's NWD System

Coloradans with disabilities and older adults will easily obtain comprehensive information and streamlined access to personalized supports that promote dignity, respect and freedom of choice wherever they enter the system.

Regional NWD Entities and Pilot Sites

- To implement the NWD vision, the Department and its partnering agencies will create regional entities that will carry out the criteria.
- When fully implemented, the regional entities model assumes existing LTSS entry point agencies will be replaced or reorganized.
- Colorado will test the model by financing three to five regional NWD systems as pilot sites. Pilot sites will be comprised of the following LTSS entry point organizations:
 - Area Agency on Aging/Aging and Disability Resources for Colorado
 - Center for Independent Living
 - Single Entry Point

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- Community Centered Board
 - The county department of social or human services office
 - In some cases, they may include a Community Mental Health Center and a Behavioral Health Organization
- One organization in each pilot will serve as the lead agency responsible for ensuring the criteria are carried out and for overseeing a network of other partnering organizations.

Goals and Action Items

- Governance and Administration: Colorado will establish a governing body, made up of executive decision makers from the Department and partnering agencies. The NWD Project Team will provide the governing body with frequent updates.
- Public Outreach and Referral: Pilot sites will be expected to do outreach in their communities to raise public awareness among people who are seeking or receiving LTSS.
 - Sites will be expected to build and grow their referral network while educating referring organizations on when and how to make appropriate referrals.
 - They will establish protocols with local agencies to refer individuals for immediate or additional support.
- Person-Centered Counseling: The pilot sites will train existing staff and new hires from partnering organizations to provide person-centered counseling to help individuals understand all of the possible LTSS options available to them. The person-centered counselor network will leverage existing capacity and expertise at the local level to ensure all populations are served.
- Streamlined Access to Public Programs: Pilot sites are charged with exploring creative ways to streamline access to public programs. Improved communication and collaboration across entry-point agencies conducting the functional and financial Medicaid eligibility determinations will be a first step in accelerating this process.

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To read the complete plan, visit [NWD Three-Year Implementation Plan](#).

